



ATTORNEY DOCKET NO. EADS-0051

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Alisdhair Campbell, *et al.*

Serial No.: 09/756,471

Filed: January 8, 2001

Title: CUSTOMER COMMUNICATION SERVICE SYSTEM

Grp./A.U.: 2645

Examiner: Chow, Ming

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313, on

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Stephanie Pitt  
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Stephanie Pitt  
(Signature of the person signing the certificate)

Sir:

**PRELIMINARY AMENDMENT**

Inasmuch as the amendments offered in response to the rejection were not entered, the Applicant is submitting this preliminary amendment based on the claims as last entered. Thus, before examination of the above-identified application, please amend it as follows: